

Talking Points for SB 7

To put SB 7 into historical context, it was a product of the Select Committee on Efficiency in Government, which was created by HB 642 from the 2011 Session. In looking back at HB 642, I am encouraged to see that the members of this Committee who served in 2011 all supported its enactment.

As applied to technology, the EIG Committee was tasked with creating policies which embraced a number of topics, including:

- (i) the elimination of dual data entry by government employees;
- (ii) movement toward the concept of a paperless office to the maximum extent possible by eliminating the use and storage of paper;
- (iii) focusing on increasing internet-based services, including the use of electronic forms, and creating financial incentives for the public to migrate to using internet-based services;
- (iv) persuading individuals and entities to be responsible for the accuracy of the information and data that they provide to governmental entities;
- (v) ensuring that a cohesive plan exists for the state's information systems to be able to support new technology initiatives, including the increased demand and need for videoconferencing;
- (vi) evaluating the use of and, where appropriate, providing for the implementation of new delivery channels, such as the expanded use of the internet and mobile computing with social network tools;
- (vii) leveraging Montana's investment in the state's two data centers and related infrastructure;

SB 7 achieves a number of these lofty objectives. During the EIG Committee, gracious individuals from the State of Oklahoma traveled to Montana to demonstrate their online, real-time application solution. It was impressive to say the least. SB 7 is the EIG Committee's effort to duplicate the efforts of Oklahoma in creating an efficient, fully integrated online application process.

SB 7 has broad support from both sides of the aisle as evidenced by the fact that nearly every EIG member has agreed to co-sponsor the legislation (Mention by name). Moreover, it received a unanimous vote coming out of the EIG Committee.

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Senator Mary Caffero 461-2384

Data bases accessed include citizenship, residency, Social Security, previous Medicaid or entitlement enrollment information, and employment security division. All new enrollments are put through an audit process at 12:00 midnight of the day of enrollment. The employment security information is the most helpful. They are not able to access revenue department information due to tax identity protection laws. However, in the new Federal Insurance Exchange being developed there will be access to IRS data.

The following efficiencies have been gained over the last 18 months:

- Enrollment waits went from 20 days to 15 minutes (40 minutes tops to do application)
- Re-enrollments take 10 minutes
- 50% of member population complete application process at home (self, friend, library) on internet
- 8% are completed by paper
- 42% are completed in offices of DHS, Health Department, Tribal settings, and Federally Qualified Healthcare Clinics (FQHCs)
- DHS enrollment activities went from 100% to 25%
- Kiosks now exist in hospitals and other provider settings assuring payment for services rendered (providers are happy)
- Just initiated an automated enrollment initiative for food stamps with hopes of gaining more efficiencies and savings.

Performance measures of note:

- Cost per application in 2009 was \$14.50
- Cost per application in 2011 was \$5.90
- Timeliness of enrollment from 20 days to 15 minutes
- DHS case managers went from enrollment work to case management
- Quarterly savings for payments to DHS from HA for enrollment services is \$1.5 million
- DHS is restructuring county office positions to focus on case management with an effort towards prevention and early identification of child abuse, neglect, and trauma interventions

Oklahoma Healthcare Authority Contact:

Derek Lieser

Data Integrity Manager for Online Enrollment

Derek.Lieser@okhca.org

(405) 522-7101